

October 13, 2020

CHANGES LOG:

Mod 001 – This bilateral modification will increase the scope of work which will result in adding 1.5 additional FTE. All other terms and conditions remain unchanged.

August 3, 2021

Mod 002 – This modification is to exercise and fully fund Option Year 1. All other terms and conditions remain unchanged.

Mod 003 - The purpose of this modification is to incorporate DFARS 252.223-7999 ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS (OCT 2021) (DEVIATION) in full text.

PART I - THE SCHEDULE

SECTION B – SUPPLIES AND SERVICES

B.1 SUPPLIES/SERVICES TO BE PROVIDED

- (a) The contractor shall furnish sufficient contracting personnel to ensure the expeditious accomplishment of the work specified in this PWS. Additionally, the contractor shall furnish all services, materials, supplies, equipment, investigations, studies, and local travel required.

(b) **PERIOD OF PERFORMANCE:**

48 months (Base Period - 12 months; Option Period 1 - 12 months, Option Period 2 - 12 months, Option Period 3 - 12 months)

Estimated PoP (actual dates will be finalized at contract award):

Base year:	September 24, 2020 - September 23, 2021
Option 1:	September 24, 2021 - September 23, 2022
Option 2:	September 24, 2022 - September 23, 2023
Option 3:	September 24, 2023 - September 23, 2024

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) required to accomplish the work efforts as specifically set forth in this contract and within the scope of the performance work requirements stated in Section C.

(END OF SECTION B)

SECTION C: DESCRIPTION/SPECIFICATIONS/PERFORMANCE STATEMENT OF WORK

C.1 INTRODUCTION:

This requirement provides for program management assistance and acquisition support services in Defense Health Agency (DHA) Facilities Enterprise to support facility, business and operational planning, and in the conduct of special studies. The scope of this award is to support all of the Facilities Enterprise programs at the DHA including additional programs identified to implement National Defense Authorization Act (NDAA) infrastructure initiatives.

C.1.1 BACKGROUND:

Facilities personnel help to plan, design, build, and operate/maintain our world-class facilities in both the United States and abroad. Their work ensures that our Servicemen and women and their families receive care in first-rate, modern facilities.

The Military Health System (MHS) is committed to improving patient experience, outcomes and readiness through a system of cost-effective, world class care. This system of care must serve a wide range of needs, including emerging requirements and care models such as patient-centered medical homes, decreasing recovery time, behavioral health, traumatic brain injuries, pain management and suicide prevention. The built environment plays a critical role in supporting this system of care, as do other infrastructure elements such as equipment and health information technology.

Facilities Enterprise was created in 2002 and now serves as the focal point for all issues pertaining to the acquisition, sustainment, renewal, and modernization of the full range of facilities within the DHA and Military Health System (MHS).

The FE staff, in conjunction with colleagues throughout the MHS, and in the Army, Navy, and Air Force is focused on effecting three goals: providing the right facility, of the right quality, and with the right resourcing.

Working closely with the Health Facilities Coordinating Committee (HFCC) to develop policies and procedures, the Facilities Enterprise seeks to take the actions necessary to ensure that the MHS facilities infrastructure can efficiently meet the evolving demands of national security in the arenas of medical research, training, technology, and the delivery of health care services to eligible beneficiaries.

The Facilities Enterprise also coordinates closely with the Department of Veterans Affairs (DVA) and other Federal Agencies to seek opportunities for mutually beneficial sharing of facilities and services.

DHA oversees a high quality, effective and efficient healthcare delivery system dedicated to providing patient and family centered care that is convenient and accessible to beneficiaries. The healthcare system has a strong regional perspective that prioritizes effectiveness first and then identifies efficiencies. Market-based healthcare delivery is accomplished by integrating and

implementing evidenced based standards in all disciplines. The market approach involves leveraging mutual support arrangements between adjacent and non-adjacent healthcare facilities to optimize regional capabilities.

C.1.2 ACRONYM AND ABBREVIATION LIST

<u>Acronym/Abbreviation</u>	<u>Definition</u>
CAS	Customer Account Specialist
CMP	Comprehensive Master Planning
CO	Contracting Officer
COA	Course of Action
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
DFAR	Department of Defense Federal Acquisition Regulation
DHA	Defense Health Agency
DoD-CAPE	Department of Defense – Cost Assessment Program Evaluation
EMSM	Enhanced Multi Service Market
FAR	Federal Acquisition Regulation
FFP	Fixed Firm Price
GSA	General Services Administration
GSAM	GSA Manual
HCRA	Health Care Requirements Analysis
I&E	Installations and Environment
MCAA	Medical Center Additions and Alternations
MILCON	Military Construction
MTF	Military Treatment Facility
NACI	National Agency Check Inquiry
NCR	National Capital Region
NCR-D MTF	National Capital Region –Directorate Military Treatment Facility
NDW	Navy District Washington
TMA/PPMD	Tricare Management Activity/Portfolio Planning and Management Division
ODC	Other Direct Costs
PFD	Program for Design
PRS	Performance Requirements Summary
PWS	Performance-Based Work Statement
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
RFP	Request for Proposal
SEPS	Space and Equipment Planning System
WOSB	Woman Owned Small Business

C.2 SCOPE:

The intent of this Task is to employ a structured, disciplined approach to the planning and execution of a Facilities Enterprise project portfolio, using best practices in program management. The contractor shall provide support in compiling and analyzing contract and financial information for the Facilities Enterprise in order to perform project portfolio analysis to include tracking financial execution and presenting findings to senior management. The contractor shall create and analyze monthly, quarterly, and annual reports; ensuring financial information has been recorded accurately. The contractor shall facilitate and track contract requirements and complete all necessary forms and documentation for procurement of Facilities Enterprises contract support. The contractor shall utilize General Fund Enterprise Business System (GFEBS) Business Intelligence (BI) and Enterprise Resource Planning (ERP), and MS Office applications in a project-driven environment in support of Facilities Enterprise reporting and support.

The contractor shall furnish sufficient professional services to ensure efficient and effective acquisition management, planning, and document development services to ensure the expeditious accomplishment of the work specified in this PWS and assist Facilities Enterprise in accomplishing their stated operational mission.

TASK AREA DESCRIPTIONS OF SUPPORT SERVICES

The Contractor shall provide program operations support services to assist with the general day to day operations and functions of the Facilities Enterprise. The Contractor shall assist Facilities Enterprise leadership in implementation of strategic visions, directions, and coordination of activities and business practices necessary to carry out the organizational mission and functions as defined by senior leadership and presented in this PWS.

Key Personnel: Contractor shall identify key personnel that are integral to the performance of the task requirements. Contractor shall not substitute key personnel unless the substitutions are unavoidable; contractor shall promptly notify the COR. Contractor shall submit to the COR a notification of all substitutions; requests will be in writing and submitted at least thirty (30) days in advance. Contractor shall provide, to the GSA CO and COR, a detailed explanation for any proposed changes or substitution of personnel and shall ensure proposed personnel possess qualifications equal to the incumbent. Performance under this contract shall not be affected as a result of substitutions of personnel by the contractor. The Contractor shall be responsible for all cost including labor hours associated with the equivalent training of replacement personnel when Contractor personnel who have received Government-funded training leave and are replaced. The Contractor shall train replacement personnel for seamless support of services included in this PWS. The training shall be provided within one calendar month of employee's start date under the contract.

Program Operations support services include, but are not limited to, the following:

Facilities Program Support SME (Program Manager -Sr.) – [1 position (KEY)]

- The Contractor shall provide programmatic support necessary to assist with requirements compliance for Facilities Enterprise activities and tasks.
- The Contractor shall prepare information summaries, analyses and recommendations in the form of technical reports, memos, briefings, and general talking points, as requested by the COR.
- Contractor personnel shall provide acquisition support services as required to provide advice and assistance across the Facilities Enterprise to enable efficient and effective acquisition strategy planning and development. This support shall further include assistance with preparation of comprehensive acquisition documentation in a secure collaborative environment. Acquisition support services shall include strategic planning and assistance with preparation of such acquisition documents as, but not limited to, request for proposals (RFP), cost/price estimates, and statements of work, as well as expert assistance with preparation of contract modification documentation as required for each specific acquisition performed throughout the Facilities Enterprise. No inherently governmental duties as defined at FAR 7.503 shall take place as a part of this function and sufficient firewalls shall be put in place to ensure all procurement integrity issues are mitigated.
- Contractor personnel shall provide development of acquisition schedules with criteria to determine the magnitude, cost, complexity dependencies, and phasing for each acquisition project.
- Assist with the performance of Facilities Enterprise functions including its operations, activities, policies, processes, and procedures.
- Assist with knowledge transfer of Facilities Enterprise functions including its operations, activities, policies, processes, and procedures to Government and/or contract staff.
- Participate in meetings with program management and stakeholders and respond to Facilities Enterprise internal and external stakeholders' requests.
- Assist with the coordination and implementation of policy decisions
- Provide programmatic support to assist OER with the process, analysis of requirements and compliance in association with any Federal, Departmental or Agency wide mandates or initiatives
- Implementing and monitoring business practices designed to maintain regulatory requirements.

Program and Financial Analysis Support (Management Analyst – Sr) – [2 positions (1 optional)]

- Develop and manage budgets for the Facilities Enterprise using historical documents and

division-specific applications.

- Monitor Facilities Enterprise status of funds for projects to include providing status of funds reports weekly or as requested through GFEBS BI and ERP applications. All budgetary discrepancies will be resolved within 2 working days.
- Communicate program status with the Facilities Enterprise leadership through meetings at least once per month.
- Perform market research and prepare all necessary support documents to include Minimum Essential Characteristics, Quotes, CAPRs, Form 90s, Sole Source Justifications, etc. for various types of procurement actions.
- Manages procurement actions/purchase requests per month for the Facilities Enterprise through GFEBS with appropriate tracking and reporting through division-specific applications.
- Prepare, consolidate, verify, and maintain quality system documentation for financial transactions and provide administrative support to the Enterprise and oversee fund management and reconciliation on a weekly basis.
- Serve as a liaison between the Facilities Enterprise, DHA Deputy Assistant for Financial Operations (DAD FO (J-8)) offices and Contracts Personnel.
- Assists the COR with the administration of contracts in accordance with FAR regulations and DAWIA principles for 10+ procurement actions per month.
- Manage budget execution to meet DHA set monthly expenditure metrics with assistance from Facilities Enterprise leadership.
- Provide Chief and Department Chiefs, Facilities Enterprise, with standard Program Status Report, weekly status report of all pending actions, tasks and issues. Communicate with both written and oral correspondence to brief staff on concerning issues, problems, proposed solutions, system requirements and program accomplishments.

C.3 FIRM FIXED PRICE PERFORMANCE REQUIREMENTS: The contractor shall provide the following requirements under a Firm Fixed Price contract type:

(END OF SECTION C)

SECTION D – PACKING AND MARKING

D.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE (FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting officer will make their full text available. Also the full text of a clause may be accessed electronically at this/these address(es):

FAR website: <http://acquisition.gov/far/index.html>
DFAR website: <http://farsite.hill.af.mil/>

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)		
<u>CLAUSE NO.</u>	<u>DATE</u>	<u>TITLE</u>
None		

II. DFAR SUPPLEMENT (48 CFR CHAPTER 2)		
<u>CLAUSE NO.</u>	<u>DATE</u>	<u>TITLE</u>
None		

III. GSAM FAR SUPPLEMENT (48 CFR CHAPTER 18)		
<u>CLAUSE NO.</u>	<u>DATE</u>	<u>TITLE</u>

(END OF SECTION D)

SECTION E – INSPECTION AND ACCEPTANCE

E.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE (FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting officer will make their full text available. Also the full text of a clause may be accessed electronically at this/these address(es):

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DFAR website:	http://farsite.hill.af.mil/
GSAM website:	https://www.acquisition.gov/browse/index/gsam

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)		
CLAUSE NO.	DATE	TITLE
FAR 52.212-4	OCT 2018	Contract Terms and Conditions – Commercial Items,

E.2 QUALITY CONTROL PROGRAM: In compliance with the FAR clause 52.212-4 entitled “**Contract Terms and Conditions – Commercial Items**”, the contractor shall provide a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified ten (10) calendar days after award of contract. The contracting officer shall notify the contractor of acceptance or required modifications (at no additional costs to the Government) and obtain acceptance of the plan by the contracting officer before the start of the first operational performance period. The QCP shall include the following minimum requirements:

- A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventative actions taken.
- All records of inspections performed shall be retained and made available to the Government upon request throughout the contract performance period, and for the period after contract completion, until final settlement of any claims under this contract.

E.3 GOVERNMENT SURVEILLANCE: The Government will periodically evaluate the contractor’s performance by appointing a representative(s) to monitor performance to ensure services are received. The Government representative will evaluate the contractor’s performance through intermittent on-site inspections of the contractor’s quality control program and receipt of complaints from personnel. The Government will inspect each task as completed or increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. Likewise, the Government will decrease the number of quality control inspections if merited by performance. The contractor shall be responsible for initially validating customer complaints. However, the Government representative will make final determination of the validity of customer complaint(s) in cases of disagreement with customer(s).

E.4 PAST PERFORMANCE INFORMATION: The Government will provide and record Past Performance Information for acquisitions over the Simplified Acquisition Threshold utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS process allows contractors to view and comment on the Government’s evaluation of the contractor’s performance before it is finalized. Contractors are required to register in the CPARS, so contractors may review and comment on past performance reports submitted through the CPARS. The CPARS website is as follows: <https://www.cpars.csd.disa.mil/>

SECTION F – DELIVERIES AND PERFORMANCE

F.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE (FAR 52.252-2) (FEB 1998)

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DFAR website: <http://farsite.hill.af.mil/>
GSAM website: <https://www.acquisition.gov/browse/index/gsam>

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)		
CLAUSE NO.	DATE	TITLE
52.242-15	AUG 1989	Stop Work Order

F.2 PERIOD OF PERFORMANCE:

(a) This contract shall be effective as of contract award.

(c) The contract effective date is shown below.

PERIOD	FROM	TO
Base Year	4 Sept 2020	3 Sept 2021
Option Year 1	4 Sept 2021	3 Sept 2022
Option Year 2	4 Sept 2022	3 Sept 2023
Option Year 3	4 Sept 2023	3 Sept 2024

F.3 PLACE OF PERFORMANCE: The work under this contract shall be performed at Program site location. If contractor(s), with Government/Program Manager Approval, are required to work Temporary Duty at a location other than the primary program site, the contractor(s) travel(s) shall follow the Government directed travel process. The Government will not pay for any contractor(s) requesting travel expenses to their designated primary worksite. In accordance with the vendor's policies, a contractor may work by remote access (telework) in coordination with Government/Program Manager Approval. Remote access may be used during regular working hours, or during periods of reduced manning at the program site location, including during severe weather, pandemic, or other reasons as approved for government employees through the Office of Management and Budget, the Department of Defense, or the DHA. The Government will not pay for any contractor(s) requesting travel expenses to remote (telework) worksite.

The contractor(s) shall be required to obtain a Common Access Card (CAC), Personal Identity Verification (PIV) or VeriSign Certificate and register with the MHS World Class Facilities Project Portal **no later than 30 calendar days after task order award**. All personnel from all contractors (prime and subcontractors) in the direct execution of this work effort shall possess a CAC, PIV, or VeriSign Certificate for the duration of the POP.

The primary program site:

Defense Health Agency
Facilities Division
7700 Arlington Boulevard, Suite 5101
3 Gatehouse Suite 300
Falls Church, Virginia 22042-5101

F.4 HOURS OF OPERATION:

F.4.1 Normal Hours of Operation. The Contractor shall designate and assign personnel to the DHA on a full-time basis, five (5) days a week, Monday-Friday, eight (8) hours daily based upon the core business hours.

F.4.2 Government Holidays. The Contractor shall not be expected to work Government holidays (New Year's Day, Martin Luther King Day, Inauguration Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, any day designated by Federal Statute, Executive Order, and/or Presidential Proclamation; acts of God (i.e. hurricanes, snowstorms, tornadoes, etc.), or any other unexpected Government closures.

In the event the Contractor shall be expected to work on Government holidays, the Contractor shall submit in writing to the COR five calendar days in advance of a holiday:

- 1) A list of employees who shall work and need access to Government facilities,
- 2) The number of hours they will work, and

- 3) The name of the individual who will supervise their work effort.

F.4.3 Overtime/Extended Hours: Overtime/Extended time is not anticipated. This is a FFP contract and no funding is provided for Overtime/Extended time.

F.5 REPORTS / NOTIFICATIONS:

F.5.1 The Contractor shall provide the deliverables and reports as detailed in the Deliverable Schedule table section F.5.3. All deliverables shall be provided in electronic format to the Contracting Officer's Representative (COR). Contractor provided format for these documents shall be acceptable. Unless otherwise advised by the COR, all deliverables shall be provided in an email attachment and a copy uploaded to ITSS (<https://it-solutions.gsa.gov>).

The specific deliverables and schedule for delivery shall be as agreed upon and documented by the client agency. The client agency reserves the right to prioritize work and negotiate any delivery dates in a proposal.

The contractor shall comply with all reporting requirements in accordance with the contract. Each report shall be due the tenth (10th) workday following the close of the calendar month. All reports will be submitted via GSA's electronic web-based order processing system, currently ITSS, for official approval. Failure to comply with this requirement may result in rejection of invoices and/or non-payment.

The Government has five (5) business days to review deliverable for content. If deliverable is unacceptable, the Government will return to the Contractor within two (2) days and the Contractor shall provide a revised report within two (2) days that is acceptable to the Government.

F.5.2 The Contractor shall notify the Government project manager, contracting officer and COR as specified when the Contractor determines that tasks will not be completed on time.

F.5.3 Deliverable Schedule is shown in the following table:

Deliverables	Due Dates
Quality Control Plan, Par. 3.3	10 days after date of award
Monthly Status Report (MSR): Contractor shall provide a MSR for contracting support. MSR at a minimum must contain the following information: <ul style="list-style-type: none">• Brief summary of accomplishments during the reporting period and significant events regarding the task order;• Deliverables submitted or progress on deliverable products;• Any current or anticipated problems;• Brief summary of activity planned for the next reporting period.	5 th day of each month

<ul style="list-style-type: none"> • Travel Expenses Incurred, if applicable <p>NOTE: Travel charges must include the traveler's name, dates of travel, and cost for each trip.</p>	
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F.6 SERVICES SUMMARY: This Performance Requirements Summary (PRS) identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The Government reserves the right to surveille all services called for in the contract to determine whether or not the performance objectives were met.

- 1) The PRS contains performance objectives the Government will monitor,
- 2) The absence of any contract requirement from the PRS shall not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract.
- 3) The PRS will be used as the baseline to develop a QASP. The QASP will identify the surveillance methods the Government will use to evaluate the Contractor's performance.
- 4) Methods of surveillance can change after contract award based on, but not limited to:
 - a) Acceptance of a contract or QC plan, and
 - b) Performance

Performance Evaluation: Performance of a service will be evaluated to determine whether or not it meets the performance threshold. Re-performance is the preferred method of correcting any unacceptable performance. The Contractor shall provide the COR a written response why the performance threshold was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

Performance Requirements Summary (PRS) Table

Deliverable or Services Required	Measures of Successful Indicators	Maximum Allowable Degree of Deviation from Requirement & Standard Acceptable Quality Level	Method of Surveillance
(1)	(2)	(4)	(5)
C.3.2 Contractor personnel shall provide development of required plans for all DHA-supported acquisition services.	Electronic (e-mail, MS Word document, MS Excel spreadsheet, MS Power Point,	2%	COR Review

G.5.6	Prepare and deliver Monthly Status Reports (MSR)	0%	COR Review
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F.7 Quality Assurance Surveillance Plan (QASP): The Government will evaluate the contractor's performance under this contract. The Government will record all surveillance observations. When an observation indicates defective performance, the COR will require the contractor's representative at the site to initial the observation documentation. The contractor's representative initialing the observation documentation does not necessarily constitute concurrence with the observation, only acknowledgment. Government surveillance of tasks will occur at any time during the performance period.

F.8 RESERVED

(END OF SECTION F)